

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: LOWERY

Application No.: 10/061,129

Filing Date: November 13, 2001

For: METHOD AND APPARATUS FOR
FACILITATING
COMMUNICATION REGARDING
A CUSTOMER

) Confirmation No.: 2257
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Group Art Unit: 3622
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Examiner: Retta, Yehdega
)
)
AMENDMENT and RESPONSE to Non-
)
Final Office Action mailed January 9, 2008
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)
Attorney Docket No.: G04.014
)
PTO Customer Number 67338
)
Buckley, Maschoff & Talwalkar LLC
)
Attorneys for General Electric Company
)
50 Locust Avenue
)
New Canaan, CT 06840
)

Mail Stop Amendment (via EFS)
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Non-Final Office Action mailed January 9, 2008, please amend the above-identified application as follows:

Amendments to the claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 15 of this paper.